

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED

12-21-07
04:59 PM

Order Instituting Rulemaking on the Commission's
Proposed Policies and Programs Governing post-
2003 Low-Income Assistance Programs.

Rulemaking 07-01-042
(Filed January 8, 2004)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2007**

Kim F. Hassan

Attorney for
San Diego Gas & Electric Company
101 Ash Street, HQ12B
San Diego, CA 92101-3017
Telephone: (619) 699-5006
Facsimile: (619) 699-5027
E-Mail: KHassan@sempra.com

December 21, 2007

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I. INTRODUCTION

In Ordering Paragraphs (OP) 14 through 17 of Decision (D.) 01-05-033 the California Public Utilities Commission (Commission) directs San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs)¹ to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs.

In Application (A.) 06-06-032 SDG&E proposed changes to the monthly Rapid Deployment reports in an effort to streamline the reports while maintaining their value. SDG&E, along with the other utilities, then worked closely with the Energy Division to further develop and update the tables used to report low income program activity on a monthly basis. In D.06-12-038 the utilities' proposed changes for the monthly program reporting were approved. The reports will henceforth be referred to as the "Monthly Reports on Low Income Assistance Programs."

¹ The other IOUs include Southern California Gas Company, Southern California Edison Company, and Pacific Gas and Electric Company.

This eleventh monthly report on the 2007 Low Income Assistance Programs includes actual LIEE and CARE results and expenditures through November.

II. NOVEMBER OUTREACH AND LEVERAGING FOR CARE AND LIEE

In November, SDG&E's prime contractor identified 168 potential CARE customers from the customers who received LIEE services resulting in 148 new CARE enrollments. Year-to-date the CARE program has received 1,921 new enrollments from this outreach effort. LIEE customers can also opt in to the CARE program during the LIEE application process.

During November, SDG&E conducted outreach at the following community locations listed below. These outreach efforts are focused on gaining a better understanding of our customers in an effort to enroll an increased number of customers in the CARE and LIEE programs.

- City Heights Urban Village, San Diego, Lighting/Customer Assistance Event
- Oceanside Public Library, Oceanside, Lighting/Customer Assistance Event
- Salvation Army CARE Sign-Up Days, San Diego County
- St. Peters by the Sea, Old Town Catholic Church, East County Kids Collaborative, San Diego

A total of 1,100 customers received CARE, LIEE and FERA information during these outreach efforts.

SDG&E contracts with numerous "CARE Capitation Contractors" (CCCs) to leverage their client relationships and enroll eligible non-participating customers in the CARE program. The CCCs employ various types of outreach approaches such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll

customers. SDG&E made 223 visits to individual CCCs during the month of November. The site visits included, but were not limited to Oceanside Salvation Army, North County Community Services, Vista Community Clinic, Escondido Salvation Army, North County Health Services, Homestart, Episcopal Community Services, Vista Community Clinic, Crisis House, Downtown Catholic Charities, San Ysidro Chamber of Commerce, Spirit of Barrio Station, Navajo Community Services, Alpha Kappa Alpha Headstart, Heart and Hands, Horn of Africa, Centre City, Oceanside, National City, Escondido and the Health and Human Services Administration for San Diego County. In all cases, information was provided on CARE capitation opportunities, CARE customer enrollment and LIEE benefits.

Additionally, SDG&E uses several approaches, including the following, to identify, qualify, and enroll customers for LIEE services performed by SDG&E's prime contractor:

- Identifying customers most likely to income qualify using census tract data and additional customer research; and
- Employing bilingual specialists who speak Spanish, Vietnamese, and Arabic to better serve the diverse population within the San Diego area.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

NOVEMBER CARE ENROLLMENT RESULTS

In November CARE operations staff enrolled 3,944 new CARE customers. Total CARE participation for the month of November was 224,834, or 66.8%, of the estimated eligible. To specifically increase participation in SDG&E's CARE program, the utility has employed various proven methods along with new, innovative marketing techniques. These techniques are described in detail below:

TELEPHONE ENROLLMENT

In November, SDG&E began a series of telephone enrollment campaigns using an automated outbound dialing system available through a third-party vendor. The campaigns consisted of contacting over 55,000 customers within a three week period. The vendor was able to reach a total of 7,365 customers. Of the customers contacted, SDG&E was able to enroll 2,506 CARE customers which equates to 37% of those customers contacted.

INTERNET ENROLLMENT

Utilizing the company website, SDG&E simplified the enrollment process for those customers who desire to use the web to enroll in the program by providing on-line CARE enrollment capability. Since implementation in April, the number of applications received through on-line enrollment continues to increase -- once designated as non-web users, SDG&E's low income customers are beginning to utilize this innovative communications channel. In November 279 customers were enrolled in CARE using the Internet, and year-to-date there has been a total of 3,386 Internet enrollments. In the month of November, SDG&E also created a new email link for customers to directly contact SDG&E's CARE staff with questions or concerns regarding their 20% bill discount.

CATEGORICAL ELIGIBILITY

SDG&E enrolled approximately 1,800 CARE customers during the month of November through categorical eligibility, where a household is considered eligible for the CARE program based on its participation in specified public assistance programs.² Since implementing categorical eligibility June 1, 2007, over 9,800 CARE customers have been enrolled year-to-date.

² Due to the New CARE system issues we are unable to get the exact count on Categorical Eligibility for the month of October.

DIRECT MAIL ENROLLMENT

SDG&E continues to employ direct mail efforts, utilizing census data information to target potentially eligible customers in low-income areas, targeting zip codes estimated to have a large number of customers eligible for the CARE program. During the month of October a mailing to 50,000 customers took place, which resulted in 1,044 CARE customers enrolled. In November, a mailing to 15,000 customers took place and 824 CARE customers have been enrolled so far. Additionally, as of November the year-to-date total of CARE customers enrolled via direct mail are 8,085.

CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In November, SDG&E spent approximately \$196,104 in outreach and other management costs. Total management costs through November represented 77% of the 2007 CARE authorized administrative budget. Actual expenses compared to budgeted figures for November are shown in Table 1C. The gas and electric CARE discount cost for November was \$3 million. The total discount cost through November 2007 was \$37 million.

IV. LOW INCOME ENERGY EFFICIENCY (LIEE)

NOVEMBER RESULTS—INSTALLATIONS

During November, SDG&E treated 1,032 homes, and replaced 204 refrigerators. A total of 11,037 homes have been treated year-to-date which represents that SDG&E surpassed the goal of 10,400 homes targeted for 2007 and a total of 2,179 refrigerators have been replaced in 2007.

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$1,048,733 in administrative costs during the month of November.

Total expenditures through November 2007 equaled \$10.1 million which represents 76% of the 2007 authorized LIEE budget.

CUSTOMER SATISFACTION SURVEY

Improving customer satisfaction is a key element within all of SDG&E's program endeavors. To enhance the customer experience, quality assurance procedures are used in SDG&E's LIEE program, including survey cards distributed with outreach materials as well as a customer satisfaction telephone survey on the program and the services completed in customer homes. Some of the comments received from customers during November include:

- They did a good job and cleaned up after finishing the job. They did excellent work in weather-stripping two doors and installing a new furnace.
- They were really nice. They introduced themselves, showed their ID, and explained what they were going to do and how long it would take. They weather-stripped a door, put in two light fixtures, and a showerhead.
- The team was very thorough and the work they did was great. They were very professional. They did work that I didn't expect, like fixing a broken window in my French doors and fixing a lock on a door. The weather-stripping of four doors was excellent. They were very polite.
- I am more comfortable and I am saving on my electric bill. They checked the gas heater so I feel safer.
- It was friendly service. They were very respectful. They showed me their badge before I let them in. They explained everything to me. They did my ceiling, doors,

windows, and even lit my pilot light and put two fans together for me, and they didn't need to do that. They were great.

- Excellent. They fixed my door that the apartment manager wouldn't even fix. I'm very happy and I appreciated everything they did.

V. CONCLUSION

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during PY2007. SDG&E's ability to achieve success grows out of the interaction with its customers. SDG&E strives to make it easy to provide the programs and services to customers and to deliver not just a consistent customer experience, but also a customer experience that is consistently excellent.

Respectfully submitted,

By: /s/ Kim F. Hassan

Kim Hassan
Attorney for
San Diego Gas & Electric Company
101 Ash Street, HQ12B
San Diego, CA 92101-3017
Telephone: (619) 699-5006
Facsimile: (619) 699-5027
E-Mail: KHassan@sempra.com

December 21, 2007

	A	B
1	Table 3L - Average Bill Savings per Treated Home San Diego Gas & Electric November 2007	
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	3,736,314
6	Annual Therm Savings	186,928
7	Lifecycle kWh Savings	41,720,002
8	Lifecycle Therm Savings	1,672,052
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.09
11	Number of Treated Homes	11,037
12	Average 1st Year Bill Savings / Treated Home	55.82
13	Average Lifecycle Bill Savings / Treated Home	482.82

	A	B	C	D	E	F	G
1	Table 4L - LIEE Homes Treated San Diego Gas & Electric November 2007						
2							
3	County	Eligible Customers			Homes Treated Year-To-Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	Orange County	0	14,933	14,933	0	10	10
6	San Diego	17,209	320,595	337,804	156	10,871	11,027
7							
8	Total	17,209	335,528	352,737	156	10,881	11,037

**Table 5L - LIEE Customer Summary
San Diego Gas & Electric
November 2007**

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
Jan-07	541	10,071	192,755	32	-	-	-	-	35	-	18,167	3	576	10,071	210,921	35
Feb-07	1,371	29,891	440,904	70	-	-	-	-	76	-	45,514	9	1,447	29,891	486,418	79
Mar-07	2,079	43,971	633,153	98	-	-	-	-	110	-	58,363	12	2,189	43,971	691,516	110
Apr-07	3,132	62,576	938,630	143	-	-	-	-	167	-	76,425	16	3,299	62,576	1,015,055	159
May-07	3,909	78,633	1,254,819	186	-	-	-	-	283	-	101,776	20	4,192	78,633	1,356,595	207
Jun-07	5,150	98,395	1,665,594	246	-	-	-	-	317	-	136,497	27	5,467	98,395	1,802,091	273
Jul-07	6,054	114,585	1,979,789	293	-	-	-	-	352	-	153,800	31	6,406	114,585	2,133,589	324
Aug-07	7,309	136,057	2,376,237	346	-	-	-	-	409	-	183,039	37	7,718	136,057	2,559,276	383
Sep-07	8,182	147,352	2,644,423	383	-	-	-	-	450	-	199,658	40	8,632	147,352	2,844,081	423
Oct-07	9,464	170,088	3,129,643	450	-	-	-	-	544	-	227,354	45	10,008	170,088	3,356,997	495
Nov-07	10,445	186,928	3,480,697	503	-	-	-	-	592	-	255,863	51	11,037	186,928	3,736,560	553
Dec-07																

Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.

⁽¹⁾ Outreach costs include the following events: City Heights Urban Village Lighting Event/Customer Assistance Event, Oceanside Public Library Lighting Event/Customer Assistance Event, Salvation Army CARE Sign-Up Days in San Diego County. A total of 1,100 customers received CARE. LIEE and FERA information.

[2] The Measurement & Evaluation expenses for November 2007 are related to Needs Assessment Costs

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																										
1	Table 2C - CARE Enrollment, Recertification, Attrition, and Penetration - San Diego Gas & Electric																																										
2	November 2007																																										
3	Gross Enrollment																																										
4	<table><tr><th colspan="4">Automatic Enrollment</th><th colspan="2">Other Sources [1]</th><th>Total (F+G+H)</th><th>Recertification</th><th>Total Adjusted (I+J)</th><th rowspan="2">Attrition (Drop Offs)</th><th colspan="2">Enrollment</th><th rowspan="2">Total CARE Participants</th><th rowspan="2">Estimated CARE Eligible</th><th rowspan="2">Penetration Rate % (O/P)</th></tr><tr><th>Inter-Utility</th><th>CPUC</th><th>Inter-Agency</th><th>SB 580</th><th>Combined (B+C+D+E)</th><th>Capitation</th><th></th><th></th><th></th><th>Net (K-L)</th><th>Net Adjusted (M-J)</th></tr></table>																	Automatic Enrollment				Other Sources [1]		Total (F+G+H)	Recertification	Total Adjusted (I+J)	Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (O/P)	Inter-Utility	CPUC	Inter-Agency	SB 580	Combined (B+C+D+E)	Capitation				Net (K-L)	Net Adjusted (M-J)
Automatic Enrollment				Other Sources [1]		Total (F+G+H)	Recertification	Total Adjusted (I+J)	Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (O/P)																													
Inter-Utility	CPUC	Inter-Agency	SB 580	Combined (B+C+D+E)	Capitation					Net (K-L)	Net Adjusted (M-J)																																
5																																											
6	Jan-07	-	-	-	-	-	71	2,994	3,065	2,147	5,212	1,451	3,761	1,614	220,105	335,433	65.6%																										
7	Feb-07	-	-	-	-	-	31	2,483	2,514	1,273	3,787	2,244	1,543	270	220,375	335,494	65.7%																										
8	Mar-07	-	-	-	-	-	67	3,051	3,118	1,288	4,406	1,356	3,050	1,762	222,137	335,699	66.2%																										
9	Apr-07	-	-	-	-	-	46	2,083	2,129	1,240	3,369	1,508	1,861	621	222,756	335,925	66.3%																										
10	May-07	7	-	-	-	7	45	2,803	2,855	1,944	4,799	2,516	2,283	339	223,085	336,180	66.4%																										
11	Jun-07	239	-	-	-	239	34	1,690	1,963	3,033	4,996	2,230	2,766	-267	222,818	336,618	66.2%																										
12	Jul-07	-	-	-	-	-	43	3,324	3,367	1,599	4,966	1,523	3,443	1,844	224,664	335,612	66.9%																										
13	Aug-07	-	-	-	-	-	47	2,367	2,414	1,773	4,187	2,608	1,579	-194	224,470	335,883	66.8%																										
14	Sep-07	-	-	-	-	-	48	1,589	1,637	1,242	2,879	3,055	-176	-1,418	223,052	336,070	66.4%																										
15	Oct-07	-	-	-	-	-	550	2,079	2,629	4,317	6,946	624	6,322	2,005	225,057	336,491	66.9%																										
16	Nov-07	-	-	-	-	-	823	3,121	3,944	2,963	6,907	4,167	2,740	-223	224,834	336,515	66.8%																										
17	Dec-07																																										
18	Total Annual	246	0	0	0	246	1,805	27,584	29,635	22,819	52,454	23,282	29,172	6,353																													
19																																											
20																																											
21	1 Not Including Recertification Enrollment																																										

¹ Not Including Recertification Enrollment

¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Table 4C - CARE Enrollment by County - San Diego Gas & Electric											
2	November 2007											
3	County	Estimated Eligible			Gross Enrollments			Total Participants			Penetration Rate	
4		Urban	Rural	Total	Current Month	YTD	Urban	Rural	Total	Urban	Rural	Total
5	Orange County	14,369	0	14,369	79	1,324	8,400	0	8,400	58.5%	#DIV/0!	58.5%
6	San Diego	305,552	16,594	322,146	1,814	26,245	208,081	8,353	216,434	68.1%	50.3%	67.2%
7												
8	Total	319,921	16,594	336,515	1,893	27,569	216,481	8,353	224,834	67.7%	50.3%	66.8%

	A	B	C	D	E	F	G	H	I
1	Table 5C - CARE Capitation Contractors - San Diego Gas & Electric								
2									
3	Contractor	Contractor Type (Check one or more if applicable)				Enrollments Year-To-Date			Year-to-date
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	Expenditures
5	Contractor 1		X	X			-	-	\$ -
6	Contractor 2		X				24	24	\$ 360
7	Contractor 3		X				-	-	\$ -
8	Contractor 4		X				15	15	\$ 75.00
9	Contractor 5		X		X		97	97	\$ 1,455
10	Contractor 6		X		X		20	20	\$ 300
11	Contractor 7		X		X		8	8	\$ 120
12	Contractor 8		X				41	41	\$ 615
13	Contractor 9		X				1	1	\$ 15
14	Contractor 10		X				81	81	\$ 1,215
15	Contractor 11		x				28	28	\$ 420
16	Contractor 12		x				32	32	\$ 480
17	Contractor 13		x				47	47	\$ 705
18	Contractor 14		x				30	30	\$ 450
19	Contractor 15	x				2	34	36	\$ 180
20	Contractor 16		x				6	6	\$ 30
21	Contractor 17		x				2	2	\$ 10
22	Contractor 18		x				1	1	\$ 5
23	Contractor 19		x				-	-	\$ -
24	Contractor 20		x				1	1	\$ 5
25	Contractor 21		x				7	7	\$ 35
26	Total Enrollments and Expenditures								477 \$ 6,475

Table 6C - CARE Participants as of Month-End San Diego Gas & Electric November 2007				
Month	Gas & Electric	Gas Only	Electric Only	Total
Jan-07	150,333	N/A	69,772	220,105
Feb-07	150,756	N/A	69,619	220,375
Mar-07	151,989	N/A	70,148	222,137
Apr-07	152,449	N/A	70,307	222,756
May-07	152,634	N/A	70,451	223,085
Jun-07	152,434	N/A	70,386	222,820
Jul-07	153,726	N/A	70,938	224,664
Aug-07	153,689	N/A	70,781	224,470
Sep-07	152,901	N/A	70,151	223,052
Oct-07	154,012	N/A	71,045	225,057
Nov-07	153,710	N/A	71,124	224,834
Dec-07				

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2007** on all parties identified in R.07-01-042 on the attached service list by U. S. mail and electronic mail, and by Federal Express to the Assigned Commissioner Dian M. Grueneich and Administrative Law Judge Kim Malcolm.

Dated at San Diego, California, this 21st day of December, 2007.

/s/ Jenny Tjokro
Jenny Tjokro



CPUC Home

CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

**PROCEEDING: R0701042 - CPUC - PG&E, EDISON,
FILER: CPUC - PG&E, EDISON, SOCALGAS, SDG&E
LIST NAME: LIST
LAST CHANGED: DECEMBER 18, 2007**

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Parties

BOBBI J. STERRETT
SNR. SPECIALIST/STATE REGULATORY AFFAIRS
SOUTHWEST GAS CORPORATION
5241 SPRING MOUNTAIN ROAD
LAS VEGAS, NV 89150-0002

FRANCISCO V. AGUILAR
ATTORNEY AT LAW
SOUTHWEST GAS CORPORATION
PO BOX 98510
5241 SPRING MOUNTAIN ROAD
LAS VEGAS, NV 89193

VALERIE J. ONTIVEROZ
SPECIALIST/ STATE REGULATORY AFFAIRS
SOUTHWEST GAS CORPORATION
5241 SPRING MOUNTAIN ROAD
LAS VEGAS, NV 89193-8510

ELENA MELLO
SIERRA PACIFIC POWER COMPANY
6100 NEIL ROAD
RENO, NV 89520

MICHAEL R. THORP
ATTORNEY
SOUTHERN CALIFORNIA GAS COMPANY
555 WEST FIFTH STREET, 14TH FLOOR
LOS ANGELES, CA 90013-1011

ALEX SOTOMAYOR
MARAVILLE FOUNDATION
5729 UNION PACIFIC AVENUE
LOS ANGELES, CA 90022

RICHARD VILLASENOR
TELACU
12252 MC CANN DRIVE
SANTA FE SPRINGS, CA 90670

MICHAEL MONTOYA
SENIOR ATTORNEY
SOUTHERN CALIFORNIA EDISON
2244 WALNUT GROVE AVE.
ROSEMEAD, CA 91770

STACIE SCHAFER
ATTORNEY AT LAW
SOUTHERN CALIFORNIA EDISON COMPANY

RONALD MOORE
GOLDEN STATE WATER/BEAR VALLEY ELECTRIC
630 EAST FOOTHILL BOULEVARD

2244 WALNUT GROVE AVENUE, ROOM 390
ROSEMEAD, CA 91770

SAN DIMAS, CA 91773

DON WOOD SR.
PACIFIC ENERGY POLICY CENTER
4539 LEE AVENUE
LA MESA, CA 91941

GEORGETTA J. BAKER
ATTORNEY AT LAW
SAN DIEGO GAS & ELECTRIC/SOCAL GAS
101 ASH STREET, HQ 13
SAN DIEGO, CA 92101

KIM F. HASSAN
ATTORNEY AT LAW
SAN DIEGO GAS & ELECTRIC COMPANY
101 ASH STREET, HQ-12
SAN DIEGO, CA 92101

JOY C. YAMAGATA
SAN DIEGO GAS & ELECTRIC COMPANY
8330 CENTURY PARK COURT, CP 32 D
SAN DIEGO, CA 92123

TIMOTHY J. LAWLER
SUNDOWNER INSULATION CO., INC.
1495 ROAD AVENUE
CLOVIS, CA 93612

PAUL KERKORIAN
UTILITY COST MANAGEMENT, LLC
6475 N PALM AVE., STE. 105
FRESNO, CA 93704

JERRY H. HANN
PERKINS, MANN & EVERETT, A.P.C.
2222 W. SHAW AVENUE, SUITE 202
FRESNO, CA 93711

JERRY H. MANN
ATTORNEY AT LAW
PERKINS, MANN & EVERETT
2222 W. SHAW AVE., SUITE 202
FRESNO, CA 93711

GREGORY REDICAN
DEPUTY DIRECTOR
COMMUNITY ACTION AGENCY OF SAN MATEO
930 BRITTAN AVENUE
SAN CARLOS, CA 94070

HAYLEY GOODSON
ATTORNEY AT LAW
THE UTILITY REFORM NETWORK
711 VAN NESS AVENUE, SUITE 350
SAN FRANCISCO, CA 94102

RASHID A. RASHID
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 4107
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

DANIEL COOLEY
ATTORNEY AT LAW
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, MAIL CODE B30A
SAN FRANCISCO, CA 94105

LUKE TOUGAS
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, B9A
SAN FRANCISCO, CA 94105

EDWARD G. POOLE
ATTORNEY AT LAW
ANDERSON & POOLE
601 CALIFORNIA STREET, SUITE 1300
SAN FRANCISCO, CA 94108-2818

ENRIQUE GALLARDO
LATINO ISSUES FORUM
160 PINE STREET, SUITE 700
SAN FRANCISCO, CA 94111

IRENE K. MOOSEN
ATTORNEY AT LAW
WESTERN MANUFACTURED HOUSING COMM. SVCS.
53 SANTA YNEZ AVENUE
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU
PACIFIC GAS AND ELECTRIC COMPANY
POST OFFICE BOX 7442
SAN FRANCISCO, CA 94120

PETER OUBORG
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 7442, B30A
SAN FRANCISCO, CA 94120-7442

JOSEPHINE WU
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 770000, MAIL CODE B9A
SAN FRANCISCO, CA 94177

JOHN DUTCHER
VICE PRESIDENT - REGULATORY AFFAIRS
MOUNTAIN UTILITIES
3210 CORTE VALENCIA
FAIRFIELD, CA 94534-7875

THALIA N.C. GONZALEZ
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLR.
BERKELEY, CA 94704

MARY - LEE KIMBER
ATTORNEY AT LAW
DISABILITY RIGHTS ADVOCATES
2001 CENTER STREET, 3RD FLOOR
BERKELEY, CA 94704-1204

MELISSA W. KASNITZ
ATTORNEY AT LAW
DISABILITY RIGHTS ADVOCATES
2001 CENTER STREET, THIRD FLOOR
BERKELEY, CA 94704-1204

SUSAN E. BROWN
A WORLD INSTITUTE FOR SUSTAINABLE HUMANI
PO BOX 428
MILL VALLEY, CA 94942

MICHAEL LAMOND
ALPINE NATURAL GAS OPERATING COMPANY
PO BOX 550
15 ST. ANDREWS ROAD, SUITE 7
VALLEY SPRINGS, CA 95252

BILL JULIAN
43556 ALMOND LANE
DAVIS, CA 95618

CAROLYN COX
GENERAL MANAGER
5213 ROSEANA COURT
FAIR OAKS, CA 95628

WILLIAM W. WESTERFIELD, 111
ATTORNEY AT LAW
ELLISON, SCHNEIDER & HARRIS L.L.P.
2015 H STREET
SACRAMENTO, CA 95814

JAMES HODGES
ACCES
1069 45TH STREET
SACRAMENTO, CA 95819

RAYMOND J. CZAHAR, C.P.A.
CHIEF FINANCIAL OFFICER
WEST COAST GAS COMPANY
9203 BEATTY DRIVE
SACRAMENTO, CA 95826

CRISTAL BEDORTHA
RESIDENTIAL WALL INSULATION
3714 NELSON AVE.
OROVILLE, CA 95965

MICHELLE MISHOE
PACIFICORP
825 NE MULTNOMAH STREET
PORTLAND, OR 97232

RYAN FLYNN
PACIFICORP
825 NE MULTNOMAH STREET, 18TH FLOOR
PORTLAND, OR 97232

Information Only

RICHARD ESTEVES
SESCO, INC.
77 YACHT CLUB DRIVE, SUITE 1000
LAKE HOPATCONG, NJ 07849-1313

JIM MEYERS
SOUTHWEST REGIONAL MANAGER
NORTH AMERICAN INSULATION MANUF. ASSOC.
7792 SOUTH HARRISON CIRCLE

CENTENNIAL, CO 80122

DON STONEBERGER
APS ENERGY SERVICES
SUITE 750
400 E. VAN BUREN STREET
PHOENIX, AZ 85004

SUSAN G. TRAUTMANN
SENIOR COUNSEL
SIERRA PACIFIC POWER COMPANY
6226 WEST SAHARA AVENUE
LAS VEGAS, NV 89151

TREVOR DILLARD
SIERRA PACIFIC POWER COMPANY
PO BOX 10100
6100 NEIL ROAD, MS S4A50
RENO, NV 89520

STEVEN D. PATRICK
ATTORNEY AT LAW
SOUTHERN CALIFORNIA GAS COMPANY
555 WEST FIFTH STREET GT14E7
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO
3701 GLENALBYN DRIVE
LOS ANGELES, CA 90065

GREGORY J. KOSIER
PORTFOLIO MANAGER
CONSTELLATION NEWENRGY, INC.
350 SOUTH GRND AVENUE, 38TH FLOOR
LOS ANGELES, CA 90071

MICHAEL MAZUR
CHIEF TECHNICAL OFFICER
3 PHASES RENEWABLES, LLC
2100 SEPULVEDA BLVD., SUITE 37
MANHATTAN BEACH, CA 90266

RON GARCIA
RELIABLE ENERGY MANAGEMENT, INC.
6250 PARAMOUNT BLVD.
LONG BEACH, CA 90805

LUIS CHAVEZ
1859 BUSINESS CENTER DRIVE
DUARTE, CA 91010

MONTE WINEGAR
PROJECT DIRECTOR
WINEGARD ENERGY
1818 FLOWER AVENUE
DUARTE, CA 91010

KYLE MAETANI
MK PLANNING CONSULTANTS
2740 W. MAGNOLIA BLVD., STE 103
BURBANK, CA 91505

PAUL DELANEY
AMERICAN UTILITY NETWORK (A.U.N.)
10705 DEER CANYON DRIVE
ALTA LOMA, CA 91737

ALLAN RAGO
QUALITY CONSERVATION SERVICES, INC.
SUITE E
4701 ARROW HIGHWAY
MONTCLAIR, CA 91763

AKBAR JAZAYEIRI
SOUTHERN CALIFORNIA EDISON COMPANY
2241 WALNUT GROVE AVENUE
PO BOX 800
ROSEMEAD, CA 91770

CASE ADMINISTRATION
SOUTHERN CALIFORNIA EDISON COMPANY
LAW DEPARTMENT, ROOM 370
2244 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

JACK F. PARKHILL
SOUTHERN CALIFORNIA EDISON
2131 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

JEANNIE HARRELL
SOUTHERN CALIFORNIA EDISON COMPANY
2131 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

JOHN FASANA
SOUTHERN CALIFORNIA EDISON
2131 WALNUT GOVE AVE.
ROSEMEAD, CA 91770

JOHN FASANA
SOUTHERN CALIFORNIA EDISON
2244 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

JOHN NALL
SOUTHERN CALIFORNIA EDISON COMPANY
2131 WALNUT GROVE AVE
ROSEMEAD, CA 91770

LARRY R. COPE
ATTORNEY AT LAW
SOUTHERN CALIFORNIA EDISON
PO BOX 800 2244 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

PETE ZANZOT
SOUTHERN CALIFORNIA EDISON COMPANY
2131 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

ROBERTO DEL REAL
SOUTHERN CALIFORNIA EDISON COMPANY
2131 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

MARK MCNULTY
5150 RANDLETT DRIVE
LA MESA, CA 91941

GREG BASS
SEMPRA ENERGY SOLUTIONS
101 ASH STREET. HQ09
SAN DIEGO, CA 92101-3017

MICHAEL SHAMES
ATTORNEY AT LAW
UTILITY CONSUMERS' ACTION NETWORK
3100 FIFTH AVENUE, SUITE B
SAN DIEGO, CA 92103

JOHN JENSEN
REGIONAL MANAGER
RICHARD HEATH AND ASSOCIATES, INC.
7847 CONVOY COURT , SUITE 102
SAN DIEGO, CA 92111

YOLE WHITING
SAN DIEGO GAS & ELECTRIC COMPANY
8335 CENTURY PARK COURT
SAN DIEGO, CA 92123

CENTRAL FILES
REGULATORY AFFAIRS
SAN DIEGO GAS & ELECTRIC CO.
8330 CENTURY PARK COURT-CP31E
SAN DIEGO, CA 92123-1530

STEVE RAHON
DIRECTOR, TARIFF & REGULATORY ACCOUNTS
SAN DIEGO GAS & ELECTRIC COMPANY
8330 CENTURY PARK COURT, CP32C
SAN DIEGO, CA 92123-1548

BILL BELANSKY
WESTERN INSULATION
16465 VIA ESPRILLO
SAN DIEGO, CA 92127

TOM HAMILTON
ENERGY PROGRAM MANAGER
QUALITY BUILT
15330 AVENUE OF SCIENCE
SAN DIEGO, CA 92128

FRED PATZKE
13576 CALIFORNIA STREET
YUCAIPA, CA 92399-5449

JOHN NEWCOMB
696 SOUTH TIPPECANOE AVENUE
SAN BERNARDINO, CA 92415

MARIA Y. JUAREZ
DEPUTY DIRECTOR
DEPARTMENT OF COUMMINTY ACTION
RIVERSIDE COUNTY
2038 IOWA AVENUE, SUITE B-102
RIVERSIDE, CA 92507

DAVID J. COYLE
ANZA ELECTRIC COOPERATIVE, INC
58470 HIGHWAY 371
ANZA, CA 92539-1909

ROB GUNNIN
VICE PRESIDENT SUPPLY

RICHARD SHAW
PRESIDENT

COMMERCE ENERGY, INC.
600 ANTON BLVD., SUITE 2000
COSTA MESA, CA 92626

SOUTHERN CALIFORNIA FORUM
PO BOX 469
FILLMORE, CA 93016

JIM MCNAMARA
SAN LUIS OBISPO COUNTY, INC.
1030 SOUTHWOOD DRIVE
SAN LUIS OBISPO, CA 93401

ART BRICE
VICE PRESIDENT
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVE., STE. 103
FRESNO, CA 93650

JOE WILLIAMS
CEO
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVENUE, STE 103
FRESNO, CA 93650

KRISTINE LUCERO
EXECUTIVE ASSISTANT
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVE., STE. 103
FRESNO, CA 93650

MARK SHIRIN
VENTURA TV APPLIANCE CENTER
3619 E VENTURA BLVD
FRESNO, CA 93702-5009

BEN CARROLL
2615 W DUDLEY AVE.
FRESNO, CA 93728

JOSEPH AMADER
7620 CARMEL VALLEY RD.
CARMEL, CA 93923

ORTENSIA LOPEZ
EXECUTIVE DIRECTOR
EL CONCILIO OF SAN MATEO
1419 BURLINGAME AVE., SUITE N
BURLINGAME, CA 94010

WILLIAM F. PARKER
EXECUTIVE DIRECTOR
COMMUNITY ACTION AGENCY OF SAN MATEO
930 BRITTAN AVENUE
SAN CARLOS, CA 94070

BRUCE FOSTER
VICE PRESIDENT
SOUTHERN CALIFORNIA EDISON COMPANY
601 VAN NESS AVENUE, STE. 2040
SAN FRANCISCO, CA 94102

REGINA COSTA
RESEARCH DIRECTOR
THE UTILITY REFORM NETWORK
711 VAN NESS AVENUE, SUITE 350
SAN FRANCISCO, CA 94102

DONNA L. WAGONER
CALIF PUBLIC UTILITIES COMMISSION
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN
AREA 3-C
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

BRETT SEARLE
PROJECT MANAGEMENT ANALYST
PACIFIC GAS AND ELECTRIC COMPANY
123 MISSION-ROOM 1464, MCH14F
SAN FRANCISCO, CA 94105

CRAIG M. BUCHSBAUM
ATTORNEY AT LAW
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, B30A
SAN FRANCISCO, CA 94105

LINDA FONTES
PACIFIC GAS & ELECTRIC COMPANY
123 MISSION ROOM 1404 MC H14F
SAN FRANCISCO, CA 94105

STEVEN R. HAERTLE
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, MC B9A
SAN FRANCISCO, CA 94105

TINA NGUYEN
PACIFIC GAS AND ELECTRIC COMPANY
123 MISSION-ROOM 1456
SAN FRANCISCO, CA 94105

BRIAN K. CHERRY
DIRECTOR REGULATORY RELATIONS
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, B10C
SAN FRANCISCO, CA 94106

JANINE L. SCANCARELLI
ATTORNEY AT LAW
FOLGER, LEVIN & KAHN, LLP
275 BATTERY STREET, 23RD FLOOR
SAN FRANCISCO, CA 94111

JOSEPH F. WIEDMAN
ATTORNEY AT LAW
GOODIN MACBRIDE SQUERI DAY & LAMPREY LLP
505 SANSOME STREET, SUITE 900
SAN FRANCISCO, CA 94111

LAW DEPARTMENT FILE ROOM
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 7442
SAN FRANCISCO, CA 94120-7442

MARY O'DRAIN
PACIFIC GAS AND ELECTRIC COMPANY
123 MISSION - ROOM 1410, MC H14G
SAN FRANCISCO, CA 94177

ROLAND RISSE
DIRECTOR, CUSTOMER ENERGY EFFICIENCY
PACIFIC GAS & ELECTRIC COMPANY
MAIL CODE N6G
PO BOX 770000
SAN FRANCISCO, CA 94177

JAMES DEZELL
RHA, INC.
SUITE 205
1151 HARBOR BAY PKWY
ALAMEDA, CA 94502

KEVIN CUDD
SENIOR PROGRAM MANAGER
PG&E
1320 EL CAPITAN DRIVE, SUITE 330
DANVILLE, CA 94526

DUTCHER JOHN
V.P. REGULATORY AFFAIRS
MOUNTAIN UTILITIES
3210 CORTE VALENCIA
FAIRFIELD, CA 94534

DAVID C. CLARK
SYNERGY COMPANIES
28436 SATELLITE STREET
HAYWARD, CA 94545

STEVEN R. SHALLENBERGER
SYNERGY COMPANIES
28436 SATELLITE STREET
HAYWARD, CA 94545

RICK C. NOGER
PRAXAIR PLAINFIELD, INC.
2678 BISHOP DRIVE
SAN RAMON, CA 94583

LADONNA WILLIAMS
EXECUTIVE DIRECTOR
PO BOX 5653
VALLEJO, CA 94591

JODY S. LONDON
JODY LONDON CONSULTING
PO BOX 3629
OAKLAND, CA 94609

BOBAK ROSHAN
LEGAL ASSOCIATE
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLOOR
BERKELEY, CA 94704

CISCO DEVRIES
CHIEF OF STAFF
CITY OF BERKELEY
OFFICE OF MAYOR TOM BATES
2180 MILVIA STREET
BERKELEY, CA 94704

JESSE W. RASKIN
LEGAL ASSOCIATE
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLOOR
BERKELEY, CA 94704

MARK A. RUTLEDGE
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLR.
BERKELEY, CA 94704

ROBERT GNAIZDA
POLICY DIRECTOR/GENERAL COUNSEL
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, SECOND FLOOR
BERKELEY, CA 94704

STEPHANIE CHEN
LEGAL ASSOCIATE
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLOOR
BERKELEY, CA 94704

KAREN NOTSUND
ASSISTANT DIRECTOR
UC ENERGY INSTITUTE
2547 CHANNING WAY 5180
BERKELEY, CA 94720-5180

PETER HOFMANN
BO ENTERPRISES
43B EAST MAIN ST
LOS GATOS, CA 95030-6907

DOUGLAS MOIR
WESTERN APPLIANCE
1976 W. SAN CARLOS STREET
SAN JOSE, CA 95128

FRANCES L. THOMPSON
PACIFIC GAS AND ELECTRIC COMPANY
123 MISSION STREET, RM. 1408 MC H14G
SAN FRANCISCO, CA 95177

ELISE KLEIBER
2400 ROCKEFELLER DR.
CERES, CA 95307

THOMAS S KIMBALL
MODESTO IRRIGATION DISTRICT
1231 11TH STREET
MODESTO, CA 95352-4060

BOB HONDEVILLE
MODESTO IRRIGATION DISTRICT
1231 11TH STREET
MODESTO, CA 95354

JOY WARREN
SENIOR STAFF ATTORNEY
MODESTO IRRIGATION DISTRICT
1231 ELEVENTH STREET
MODESTO, CA 95354

RICHARD MCCANN
M.CUBED
2655 PORTAGE BAY ROAD, SUITE 3
DAVIS, CA 95616

DAVID MORSE
CALIFORNIA WATER SERVICE COMPANY
1411 W. COVELL BLVD., STE. 106-292
DAVIS, CA 95616-5934

JOHN JENSEN
PRESIDENT
MOUNTAIN UTILITIES
PO BOX 205
KIRKWOOD, CA 95646

JASON WIMBLEY
DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS
DEPT. OF COMMUNITY SERVICES & DEVELOPMEN
700 NORTH 10TH STREET, ROOM 258
SACRAMENTO, CA 95814

ROBERT J. BICKER
LEGISLATIVE ANALYST
CALIFORNIA APARTMENT ASSOCIATION
980 NINTH STREET, SUITE 200
SACRAMENTO, CA 95814

RYAN BERNARDO
BRAUN & BLAISING, P.C.
915 L STREET, SUITE 1270
SACRAMENTO, CA 95814

SHEILA DEY
WESTERN MANUFACTURED HOUSING COMMUNITIES
455 CAPITOL MALL STE 800
SACRAMENTO, CA 95814

DAVE STEPHENSON
RATE REGULATION MANAGER - WESTERN REGIO
AMERICAN WATER WORKS SERVICE CO.
4701 BELOIT DRIVE
SACRAMENTO, CA 95838

JAMES O'BANNON
RICHARD HEATH AND ASSOCIATES, INC.
1026 MANGROVE AVE., STE 20
CHICO, CA 95926

PAMELA GORSUCH
PROJECT MANAGER
RICHARD HEATH AND ASSOCIATES, INC.

SCOTT BERG
SELF HELP HOME IMPROVEMENT PROJECT INC.
3777 MEADOWVIEW DR., 100

1026 MANGROVE AVENUE, SUITE 20
CHICO, CA 95926

REDDING, CA 96002

ROBERT MARSHALL
PLUMAS SIERRA RURAL ELECTRIC
PO BOX 2000
PORTOLA, CA 96122-2000

M. SAMI KHAWAJA, PH.D
QUANTEC, LLC
SUITE 400
720 SW WASHINGTON STREET
PORTLAND, OR 97205

CATHIE ALLEN
CA STATE MGR.
PACIFICORP
825 NE MULTNOMAH STREET, SUITE 2000
PORTLAND, OR 97232

MARISA DECRISTOFORO
PACIFICORP
825 NE MULTNOMAH STREET, SUITE 800
PORTLAND, OR 97232

DAVE SULLIVAN P.E.
CONSULTING ENGINEER
614 38TH PLACE
FLORENCE, OR 97439-8216

State Service

ALIK LEE
CALIF PUBLIC UTILITIES COMMISSION
TELECOMMUNICATIONS & CONSUMER ISSUES BRA
ROOM 4101
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

DAVID NG
CALIF PUBLIC UTILITIES COMMISSION
EXECUTIVE DIVISION
ROOM 5207
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

HAZLYN FORTUNE
CALIF PUBLIC UTILITIES COMMISSION
EXECUTIVE DIVISION
ROOM 5303
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JEANNINE ELZEY
CALIF PUBLIC UTILITIES COMMISSION
UTILITY & PAYPHONE ENFORCEMENT
AREA 2-D
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JOHANNA M. SEVIER
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

KAREN WATTS-ZAGHA
CALIF PUBLIC UTILITIES COMMISSION
POLICY & DECISION ANALYSIS BRANCH
AREA 3-D
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

KELLY HYMES
CALIF PUBLIC UTILITIES COMMISSION
EXECUTIVE DIVISION
ROOM 5306
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

KIM MALCOLM
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF ADMINISTRATIVE LAW JUDGES
ROOM 5005
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL
CALIF PUBLIC UTILITIES COMMISSION
TELECOMMUNICATIONS & CONSUMER ISSUES BRA
ROOM 4101
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MICHAEL BLACK

RISA HERNANDEZ

CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

CALIF PUBLIC UTILITIES COMMISSION
ELECTRICITY RESOURCES & PRICING BRANCH
ROOM 4209
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROBERT KINOSIAN
CALIF PUBLIC UTILITIES COMMISSION
EXECUTIVE DIVISION
ROOM 5202
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROBERT LEHMAN
CALIF PUBLIC UTILITIES COMMISSION
TELECOMMUNICATIONS & CONSUMER ISSUES BRA
ROOM 4102
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

SARITA SARVATE
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

SEAN WILSON
CALIF PUBLIC UTILITIES COMMISSION
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN
AREA 3-C
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERRIE J. TANNEHILL
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
AREA 4A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN
CALIF PUBLIC UTILITIES COMMISSION
ENERGY COST OF SERVICE & NATURAL GAS BRA
ROOM 4205
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
770 L STREET, SUITE 1050
SACRAMENTO, CA 95814

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